

Dear FCC,

My husband and I have been trying to resolve an issue over billing with a company named Sprint PCS (Cellualr Phone Co) Since September 2002. When we originally set up our account with Sprint, we made a payment by phone for \$165.00. This amount was deducted from our account on September 6, 2002. On September 19, 2002 another deduction was made by Sprint PCS in the amount of \$165.00. Obviously this was an error because we only authorized one deduction of \$165.00 from our account, So, we requested our bank to reverse the second deduction which was done on September 23rd.

A few weeks pass and our phone service was interrupted. After making a call to Sprint's customer service we were informed that it was due to our payment of \$165.00 being returned by the bank. My husband explained to the rep that our account was deducted twice for the amount in question and that they should have record of at least one payment. The rep agreed to have someone look into our account took some notes and we were told that their finance department would need to look into it. Our account was given a temporary credit to restore service.

About a week after this he called the customer service department and was told their finance department needed a front and back copy of the check as well as a letter from our bank stating the check cleared. No problem, Right?...Wrong!! B of A does not provide letters for this, only copies of checks which was sent to Sprint but was disregarded because it did not have a letter accompanying it.

Every 10 to 14 days our phone is shut off, we call, state our case, the temp credit is added to our account and service is restored. They need the letter is all we ever get as an answer, so, we explain our bank does not provide letters only copies of checks. The story above repeats itself. This has gone on since September. A little irritating?...Ah Yeh!!

What can I do?? Our bank will not provide the letter that Sprint is insisting the bank could and should provide. HELP!!!!.....

Caught in the Middle

Jon & Julianna Millspaugh